ICC Direct Introduction and Training

Noon
Thursday, September 24, 2015

Welcome!

Your Host

Ginny Mahaney

VP of Marketing, Infina Connect

Presenter

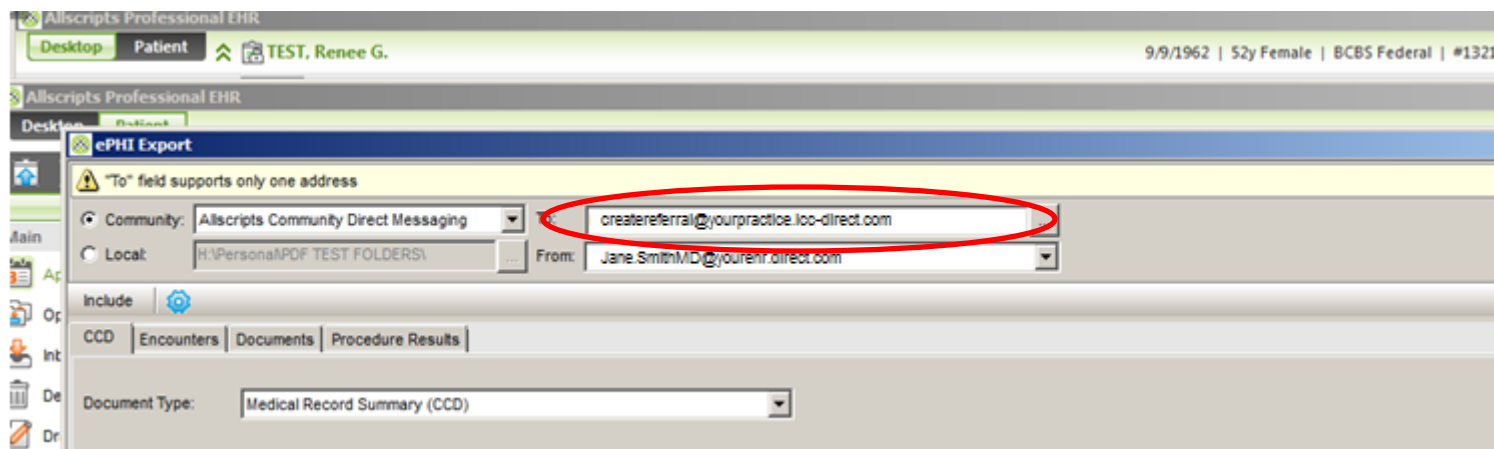### Greg Moyer

Vice President Products, Infina Connect

Agenda

- What is ICC Direct?

- Benefits of Using ICC Direct

- Overview

- Demonstration

- Provisioning ICC Direct

What is ICC Direct?

- New capability built into ICC.
- Leverages Direct messaging to automate the creation of referrals from within any certified EHR.

- Allows providers to exchange Consolidated CDA (C-CDA) documents electronically.
- Documents are made available on the receiving side in a format that the consulting provider can easily use.
- No additional charge for using ICC Direct.

Benefits of ICC Direct

- Creating referrals is faster, with less manual entry and fewer entry errors

- Captures EHR updates to patient information

- Easier document exchange with your EHR

- Facilitates compliance with MU2, Core Objective 15, Measure 2 ("10%")

Overview
Direct Messaging

- ## ICC Direct uses <u>Direct Messaging</u>
  - The Healthcare Standard for Secure "Email"
  - Required in 2014 Edition Certified EHR Technology for compliance with Meaningful Stage 2

- ## Surescripts is our Direct Messaging service provider
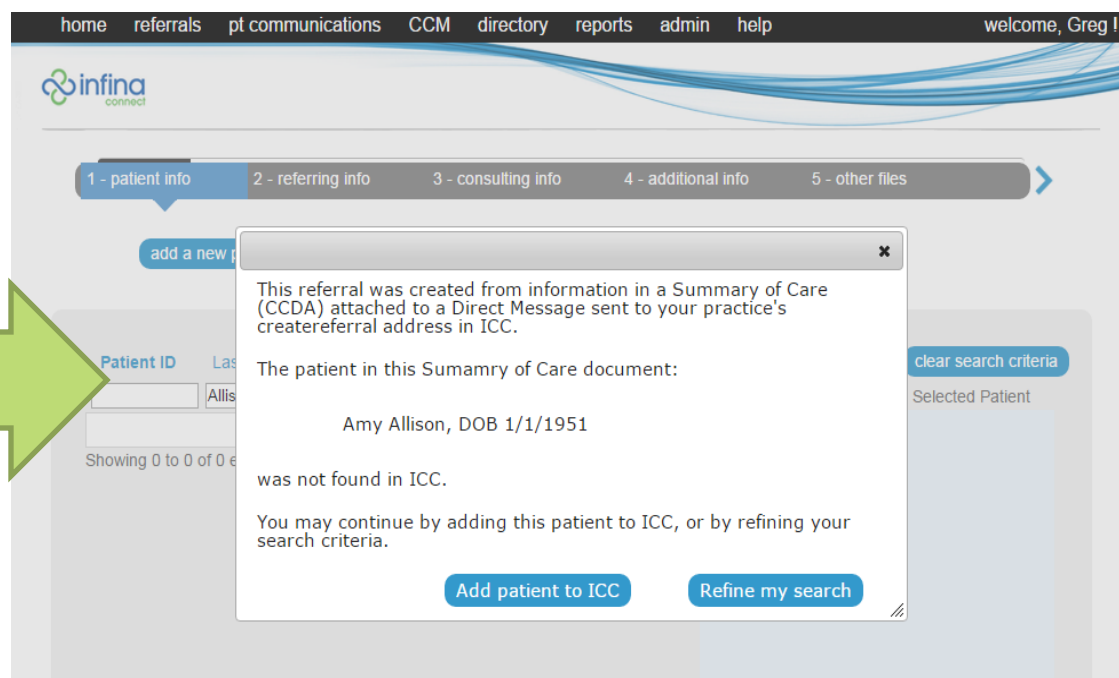 - aka, Health Information Service Provider
  - aka, HISP

Overview
Summary of Care (CCDA)

- ICC extracts information from a Summary of Care (CCDA) document

...to create a referral

CCDA

- MU2, Core Objective 15, Measure 2 ("10%") *requires* the Summary of Care to conform to the Consolidated CDA (CCDA) standard

Sidebar
Dreaded Acronyms

- Is a CCDA just a CCD with an "A" attached?   *No*
- Definitions
  - CCD, Continuity of Care Document
  - CDA, Clinical Document Architecture
  - CCDA, Consolidated CDA (aka C-CDA)
- Relationships
  - A *CCD is a type of CDA* document
    Other types: Consult Note, Diagnostic Imaging Report, Referral Note, etc.
  - CCDA is an update to CDA, focused on standard templates
    Applies to 9 document types, including CCD
- For MU2, document types such as the CCD must conform to the CCDA standard

Overview
Creating a referral in ICC

Without ICC Direct

File System

Export/ Print to PDF

EHR

ICC

Delete

Attach PDF
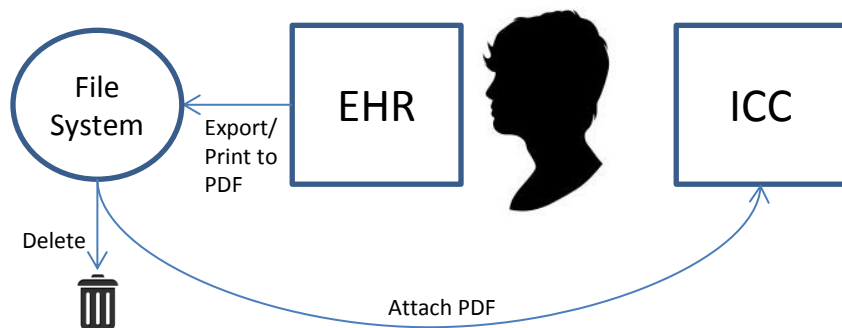
1. Document the referral in your EHR

2. Export or Print to PDF documentation to attach to ICC

3. Manually create the referral in ICC

4. Attach the document(s) to the ICC referral

5. Delete the exported document(s) from your file system

With ICC Direct

EHR

ICC

Send to
createreferral@yourpractice**.icc-direct.com**
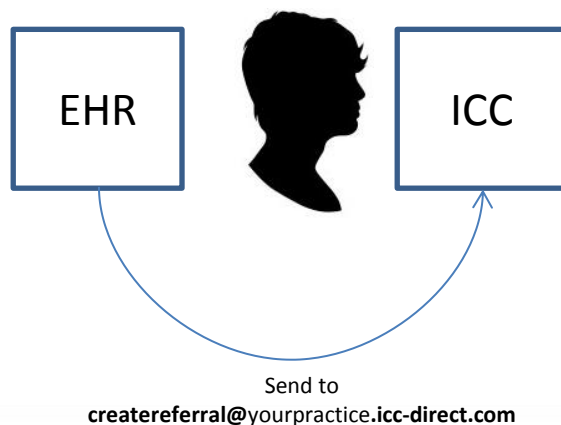
1. Document the referral in your EHR

2. Send Direct Message to ICC with Summary of Care (CCDA)

3. Review/edit the referral in ICC
   - Information is extracted from the CCDA
   - CCDA is automatically attached to the referral

Overview
Updating ICC with a document from your EHR
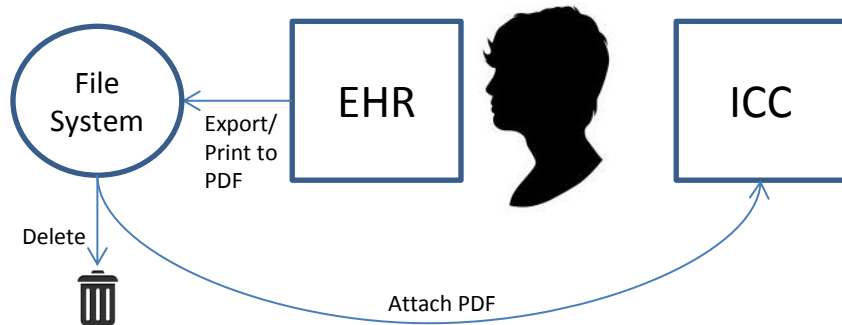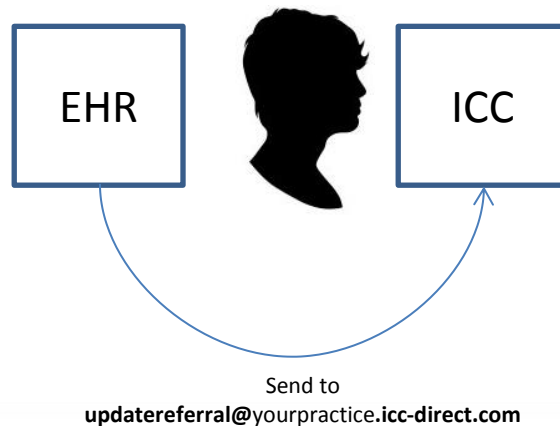
Without ICC Direct

1. Export or Print to PDF documentation to attach to ICC

2. Attach the document(s) to the ICC referral

3. Delete the exported document(s) from your file system
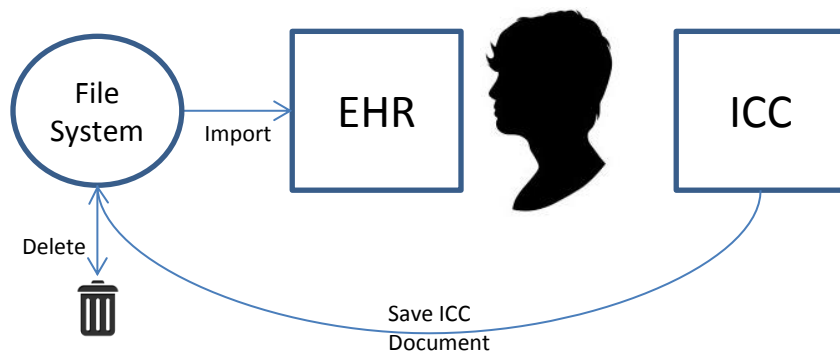
With ICC Direct

1. Send Direct Message to ICC with document(s) attached

2. Attach the document(s) to the referral

Overview
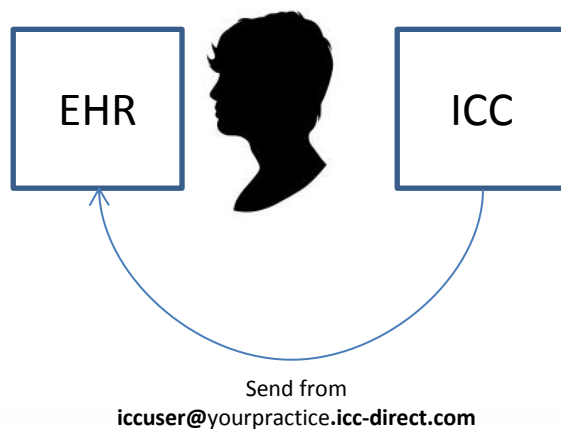## *Updating your EHR with a document from ICC*

Without ICC Direct

1. Save the ICC document(s) to your file system

2. Import the document(s) into your EHR

3. Delete the document(s) from your file system

With ICC Direct

1. Send Direct Message to your EHR with document(s) attached.

2. Attach the document(s) to the patient record.

Send from
iccuser@yourpractice**.icc-direct.com**

Demo
Setting the Stage

Character	Played by
Referring Practice	Infina Primary
Consulting Practice	Infina Consulting
EHR	ICC

Demo
Use Cases

1. Infina Primary creates a referral

   Sends a Direct Message with CCDA attached
   From their EHR
   To ICC: createreferral@infinaprimary.icc-direct.com

2. Infina Consulting sends the CCDA to their EHR

   Sends a Direct Message with CCDA attached
   From ICC: iccuser@infinaconsulting.icc-direct.com
   To their EHR

3. Infina Consulting updates the referral with a Consult Note

   Sends a Direct Message with a PDF attached
   From their EHR
   To their EHR: updatereferral@infinaconsulting.icc-direct.com

Demo
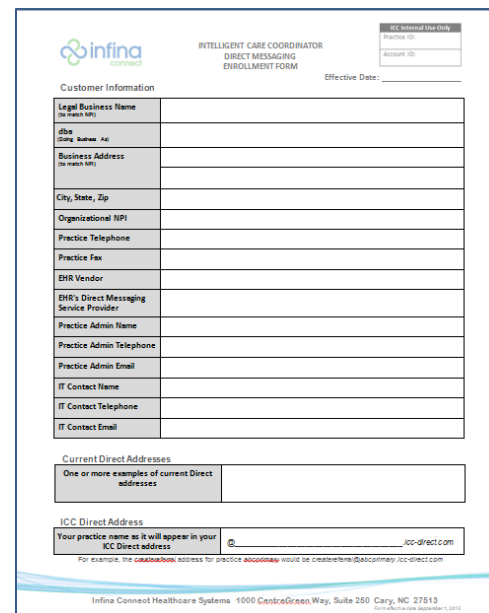
Provisioning ICC Direct Prerequisites

Does your EHR have Direct Messaging capability?

No, Unsure →

- Check with your EHR vendor
- Required in 2014 Ed. CEHRT's

↓ **Yes**

Has Direct Messaging been provisioned through your EHR vendor or a Direct partner?

No, Unsure →

- Check with your EHR vendor
- Differences across EHR vendors in
  - Service provider (aka, HISP) used
  - Cost
  - Exchange with others, like Surescripts

↓ **Yes**

Can your EHR Direct Messaging service provider exchange messages with Surescripts?

No, Unsure →

- Surescripts can determine based on:
  - EHR vendor
  - Direct Messaging Service Provider
  - one of your direct addresses
- Will work with your service provider to facilitate exchange

↓ **Yes**

Ready for ICC Direct

Provisioning ICC Direct

You
Fill out our Enrollment form

Infina & Surescripts
Set up your (3) ICC Direct addresses

createreferral@*yourpractice*.icc-direct.com
updatereferral@*yourpractice*.icc-direct.com
iccuser@*yourpractice*.icc-direct.com

You
Attend webinar training

Ready to use ICC Direct

Contact: Infina Support
iccsupport@infinaconnect.com
(919) 378-2190

Questions?